

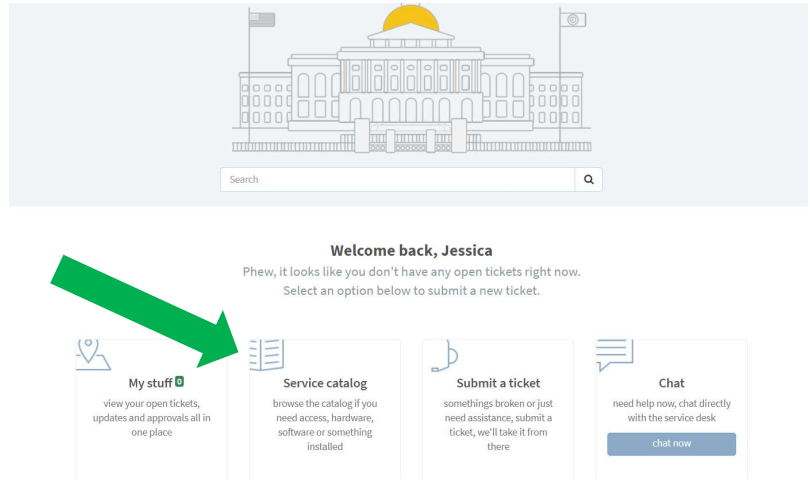


EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

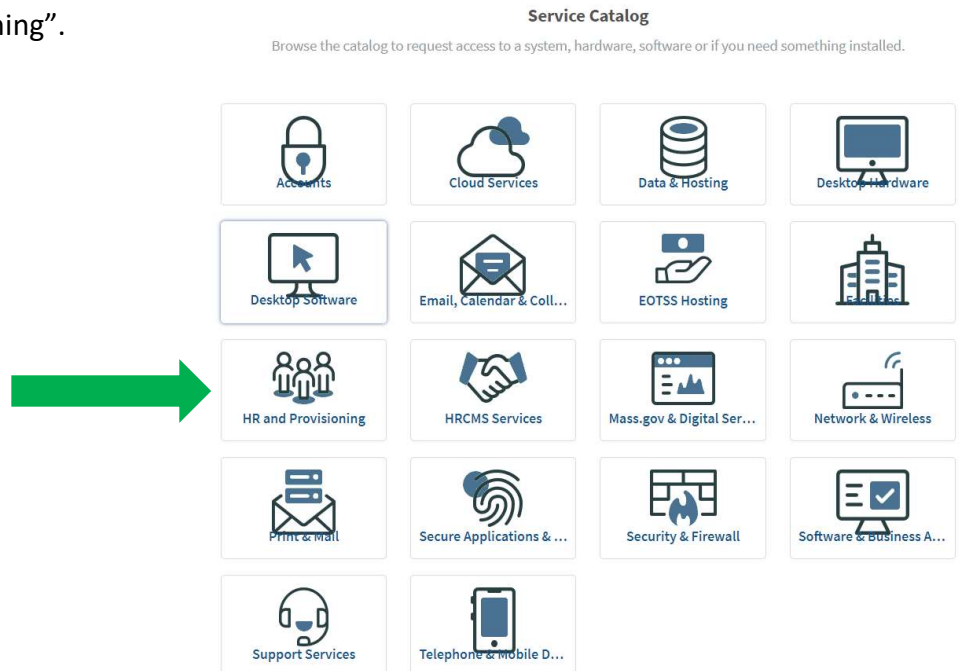
COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

Request to Provision a New End User ServiceNow Request Instructions

Step 1: Sign into ServiceNow and click "Service Catalog".



Step 2: Click "HR and Provisioning".



Step 3: Select “User Provisioning Request” from the list.



EOTSS Service Catalog > HR and Provisioning

HR and Provisioning

Requests for user provisioning services

Items

- User De-Provisioning Request ⓘ
Deprovision a user
- User Provisioning Request ⓘ
Provision an Employee, Contactor, Intern, etc...

Step 4: The following screen will appear.
Please note that you may only request to provision one user per Request.

EOTSS Service Catalog > HR and Provisioning > User Provisioning Request

Provision an Employee, Contactor, Intern, etc...

Use this request to provision an employee, contractor, intern, etc...

Provision User Details

- * Legal Name
- * Supervisor/Manager
- * Domain
- * Location
- * Agency
- * Division

- * User Type
- Contract Expiration Date
- * Effective Start Date
- * Title
- * Floor/Cube/Office
- * Is this a transfer?

Phone Services